

# Eversource NH Troubleshooter Program



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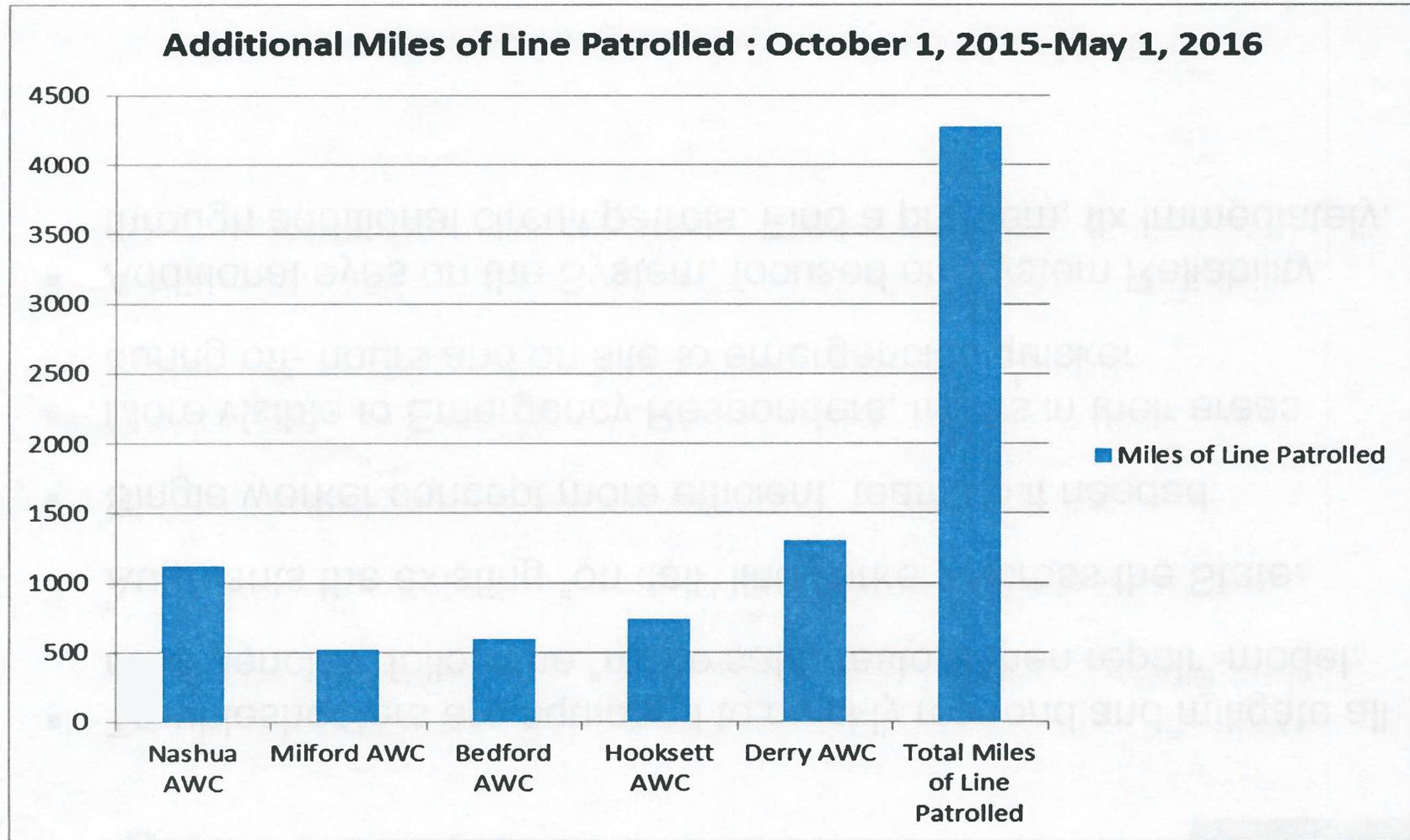
## Eversource NH Troubleshooter Program

- Eversource NH implemented a 24X7 Troubleshooter Program in August, 2015
- Troubleshooters are first responders whose primary mission is rapid response to emergencies and outage events.
- Organization
  - 2 Supervisors (1 day, 1 night)
  - 18 troubleshooters (6 each at Hooksett, Bedford and Nashua)
  - 12 hour shifts, single person crew
  - Additional positions above base
- Primary coverage area covers approximately 1052 square miles and 235,704 customers.
- Secondary coverage area covers approximately 2,642 square miles and 229,341 customers

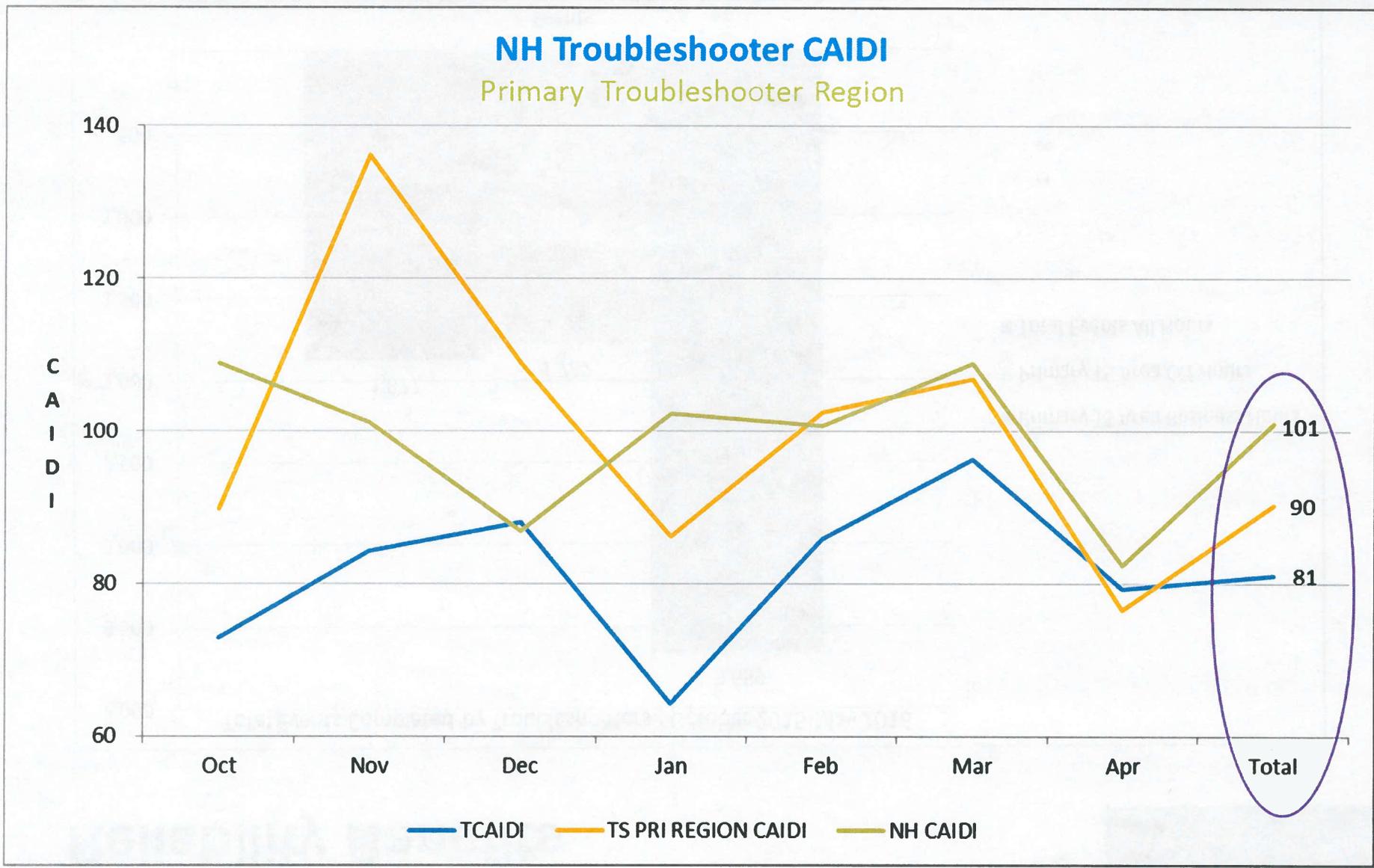
## Program Benefits

- Troubleshooters are equipped to quickly respond and mitigate all emergencies, follow the “make safe, restore then repair” model.
- Augments the existing “on call” lineworkers across the State.
- Single worker concept more efficient, team up if needed.
- More visible to Emergency Responders, trucks in their areas during off- hours and on site to emergencies quicker
- Additional eyes on the System, focused on System Reliability through additional circuit patrols. Find a problem, fix immediately.

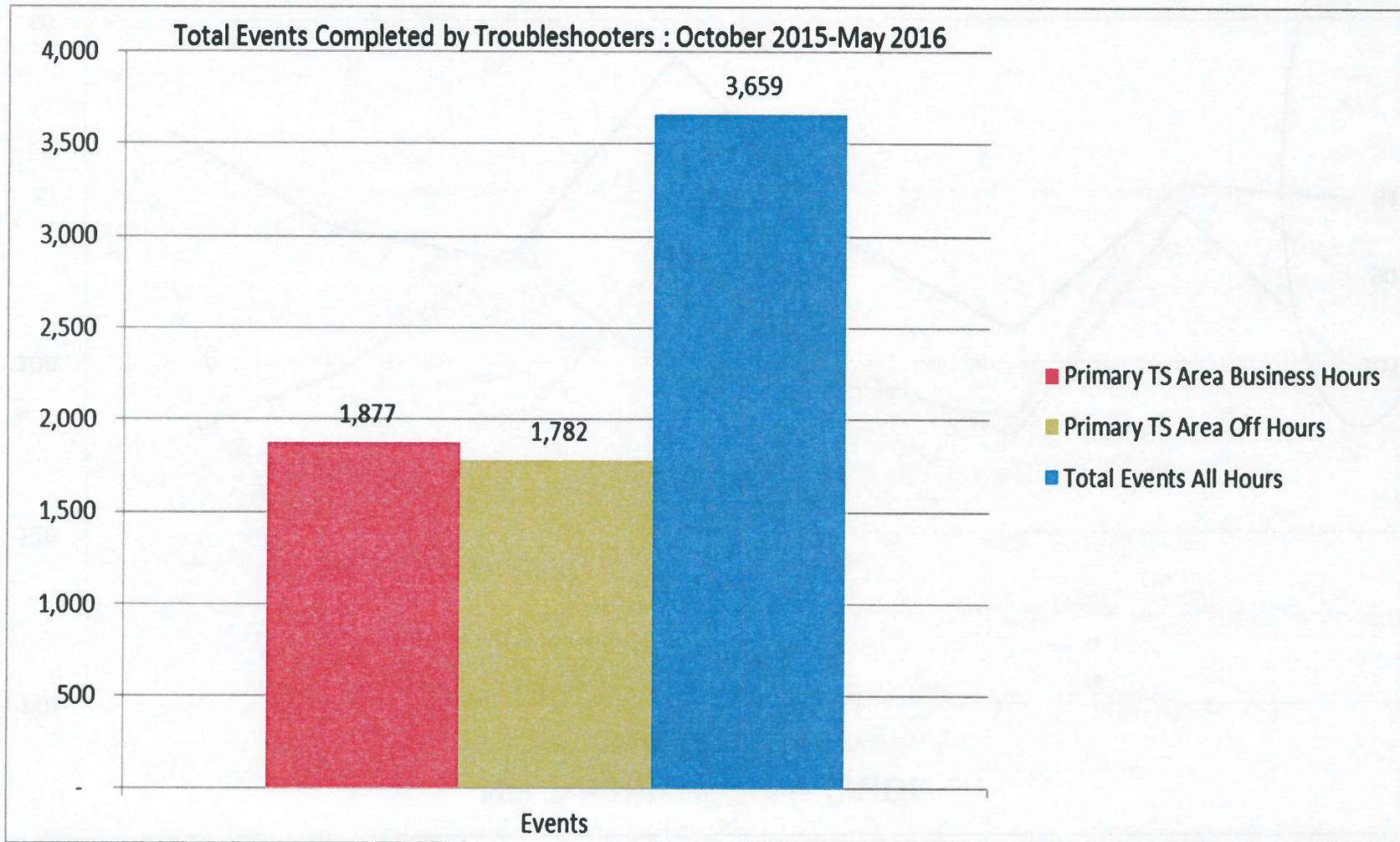
## Additional Miles of Line Patrolled by Troubleshooters



# Reliability Benefits



# Reliability Benefits



## Emergency responder community

- “The Eversource crew removed obstacles and allowed firefighters to get to some of the worst of the fire” New Boston Fire Chief

October 11, 2015 3:32AM



A two-alarm fire destroyed much of the center portion of a home in New Boston Saturday night, leaving two people homeless. (COURTESY NEW BOSTON FIRE CHIEF DANIEL MACONALD)

## Two-alarm fire heavily damages New Boston home

## Customer Accolades

- “Mr. Anderson went on to say that he was then pleasantly surprised when Bill showed up that very same evening to take care of the pruning issue. He stated that Bill was highly professional, charismatic and efficient in his job!”  
Overall, Mr. Anderson stated that he couldn't be happier with Eversource and the experience he had with us!
- “Customer (Fred Riley) called and would like to express his satisfaction with the line crews that helped to resolve his flickering lights. He couldn't say enough in how professional, patient, respectful, and diligent the line crews were to resolve his flicker issue. (He used 8 more nice adjectives !!)”
- “Norm was very nice and helpful. He went above and beyond to explain and assist me with the problem of my outside wires. He did a great job and we appreciate him.”



## Program Benefits

- Troubleshooter resources immediately available to respond to customer needs and emergencies, trucks on the road throughout the coverage areas.
  - Allows AWC Line crews to focus on customer driven work with less disruptions for routine outage and emergency events.
- Eversource was able to eliminate the need for the “Loss of Service” investigation charges, enhancing customer satisfaction.
- Program enables more line resources to be moved across the System to respond to Storm events as the Troubleshooter Organization is able to provide coverage in less impacted areas.
- Managed under a centralized Distribution System Operations Center which is able to prioritize events for the most efficient response.